



Consumer Help Line
888-333-WUTC (9882)
consumer@utc.wa.gov

TTY
800-416-5289

Education and Outreach
360-664-1110

Media Line
360-664-1116

The UTC regulates the services of privately or investor owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable and safe.

Regulated companies:

- Telephone
- Electricity
- Natural Gas
- Water
- Garbage
- Recycling
- Residential Movers
- Charter Buses
- Airport Shuttles
- Commercial Ferries
- Natural Gas Pipeline

General Information
360-664-1160
www.utc.wa.gov

PO Box 47250
1300 S Evergreen Pk Dr SW
Olympia WA 98504



Problem with a Mover? Call the Commission!

If you find yourself dealing with a moving company that is not willing to address your concerns with their service or bill for a move you have made within Washington state, the Washington Utilities and Transportation Commission (commission) can help.

Damaged Goods

Do not sign any delivery papers until you inspect your belongings and check them against the inventory. Record any damages on your copy and the mover's copy of the bill of lading and the inventory form. If you find damaged goods after the mover has left, keep the items and packing materials as they were in the box, or set aside damaged belongings that were not packed. Call the mover immediately so that a claims representative can inspect them.

All claims for loss or damage must be filed in writing with the mover. Ask the mover for a claim form. If you choose to file a claim, it must be filed with the mover *within nine months* from the date of delivery; if your shipment is lost, the claim must be filed *within nine months* of the date upon which delivery should have been made.

Your mover must acknowledge your written claim within 10 days, and act on it (pay, settle or deny) within 90 days. Be sure to keep the damaged property. The mover has the right to inspect any damaged property before settling a claim. If, after working with the mover, you remain unsatisfied with the outcome, call the commission.

Payment of Charges

Unless you make credit arrangements, you must pay all legal charges for the move before your goods are unloaded. If charges are more than the written non-binding estimate, the mover must unload and release all of your goods if you pay 110 percent of the amount of the estimate and supplemental estimates. The mover is required to give you at least 30 days to pay the balance.

Problems with a Mover?

Even if you receive a non-binding estimate, there is a limit to the amount you are required to pay. Commission rules ensure that in no instance are you required to pay more than 25 percent above the estimate and any supplemental estimate.

If you feel you were illegally overcharged for a move, call the commission.

Damage Claim

If you find you have damaged or lost belongings and have paid all legal charges for your move, the mover must provide you with all of the information and forms necessary to file a claim for loss or damages. If you are unable to file a claim or are unhappy with the results of your claim, call the commission.

Complaint

If you are not satisfied with the general services of the moving company, you can file a complaint with the company.

Ask for a supervisor when you first try to resolve your dispute with the company. If you are not satisfied with the response from the moving company, call the commission.

For More Information

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